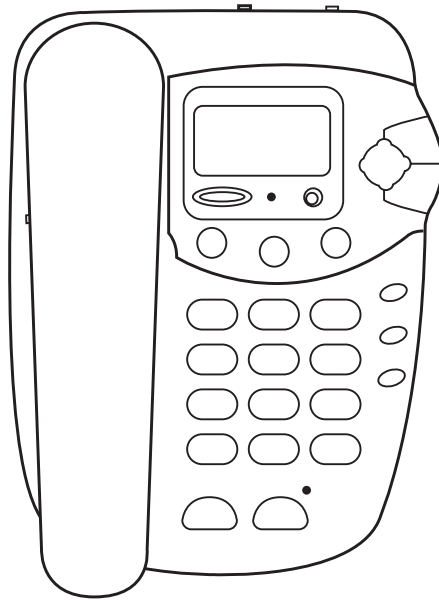# *Memorex*®

13 MEMORY DESKTOP TELEPHONE
WITH CALLER ID AND CALL WAITING

MODEL: MPH4385

BEFORE OPERATING THIS PRODUCT,
PLEASE READ THESE INSTRUCTIONS COMPLETELY.

Warning: Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:
• Reorient or relocate the receiving antenna.
• Increase the separation between the equipment and receiver.
• Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
• Consult the dealer or an experienced radio/TV technician for help.

IMPORTANT SAFETY INSTRUCTIONS

When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury to persons, including the following:

1. Read and understand all instructions.
2. Follow all warnings and instructions marked on this product.
3. Do not use this product near water- for example, near a bath tub, wash bowl, kitchen sink, or laundry tub, in a wet basement, or near a swimming pool.
4. Do not place this product on an unstable cart, stand, or table. The product may fall, causing serious injury and serious damage to the product.
5. Slots and openings in the cabinet and in the back or bottom are provided for ventilation and to ensure reliable operation of the product and to protect it from overheating. These openings must not be blocked or covered. The openings should never be blocked by placing the product on a bed, sofa, rug, or other similar surface. This product should never be placed near or over a radiator or heat source. This product should not be placed in a built-in installation unless proper ventilation is provided.
6. Never push objects of any kind into this product through cabinet slots as they may touch dangerous voltage points or short out parts that could result in a risk of fire or electric shock. Never spill or spray any type of liquid on the product.
7. To reduce the risk of electric shock, do not disassemble this product, but take it to a qualified service personnel under the following conditions:
    A. If liquid has been spilled into the product.
    B. If the product has been exposed to rain or water.
    C. If the product does not operate normally by following the operating instructions. Adjust only those controls that are covered by the operating instructions, as an adjustment of other controls may result in damage and will often require extensive work by a qualified technician to restore the product to its normal operation.
    D. If the product has been dropped or the cabinet has been damaged.
    E. If the product exhibits a distinct change in performance.
8. Avoid using a telephone (other than a cordless type) during an electrical storm. There may be a remote risk of electric shock from lightning.
9. Do not use the telephone to report a gas leak in the vicinity of the leak.
10. Do not allow anything to rest on the telephone cord. Do not locate this product where the cord will be abused by persons walking on it.
11. Never install telephone wire during a lightning storm.
12. Never install telephone jacks in wet locations unless the jack is specifically designed for wet locations.
13. Never touch uninsulated telephone wires or terminals unless the telephone line has been disconnected at the network interface.
14. Use caution when installing or modifying telephone lines.

SAVE THESE INSTRUCTIONS

E–1

IMPORTANT SAFETY INSTRUCTIONS

1. If your local telephone exchange only accepts Pulse dialing, you may have to switch the Tone/Pulse switch to Tone to access certain services that require Tone signalling (such as home banking). After the initial line is connected to the number you are calling, switch the Tone/Pulse switch to Tone to access Tone signalling. When you have completed your call, please switch the Tone/Pulse switch back to Pulse.
2. Hearing aid compatibility - Your telephone is compatible for use with hearing aids.

FCC and Phone Company Information

Your telephone company is required by the Federal Communications Commission to allow you to connect FCC registered telephones to their lines. The FCC requires you to provide information, if requested by the local telephone company, about the connection of an FCC registered telephone to their lines. They may ask you for the FCC registration number and the ringer equivalence number (REN); both are at the bottom of the base. They may also ask for the Universal Service Order Code (USOC), which is the RJ-11C.

The REN is used to determine the quantity of devices which may be connected to the telephone line. Excessive REN's on the telephone line may result in the devices not ringing in response to an incoming call. In most, but not all areas, the sum of the REN's should not exceed five (5.0). To be certain of the number of devices that may be connected to the line, as determined by the total REN's, contact the telephone company to determine the maximum REN for the calling area.

Should your equipment cause trouble on your line which may harm the telephone network, the telephone company shall, where practical, notify you that temporary discontinuance of service may be required. Where prior notice is not practicable and the circumstances warrant such action, the telephone company may temporarily discontinue service immediately. In case of such temporary discontinuance, the telephone company must: (1) promptly notify you of such temporary discontinuance; (2) afford you the opportunity to correct the situation; (3) inform you of your right to bring a complaint to the Commission pursuant to procedures set forth in of Part 68 of FCC Rules and Regulations.
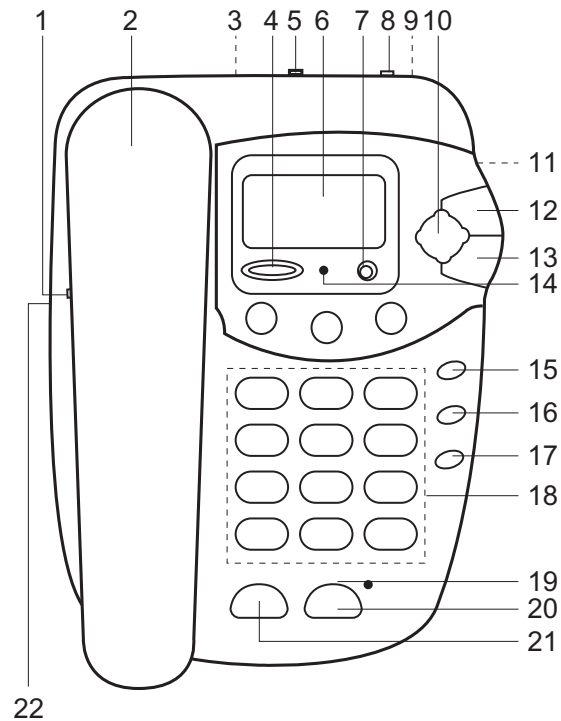
The telephone company may make changes in its communication facilities, equipment operations or procedures where such action is required in the operation of its business and not consistent with FCC Rules and Regulations. If these changes are expected to affect the use of performance of your telephone equipment, the telephone company must give you adequate notice in writing, to allow you to maintain uninterrupted service.

This equipment cannot be used on telephone company provided coin service. Connection to Party Line Service is subject to state tariffs.

Any changes or modifications not expressly approved by (state party responsible for compliance) can void the user's authority to operate the equipment.

LOCATION OF CONTROLS

1. Handset HI/LO Switch
2. Handset
3. DC 6V Jack (rear of unit) ⊕⊖⊖
4. FLASH Button
5. RINGER (HI/LO/OFF) Switch
6. Display
7. ERASE Button
8. TONE/PULSE Switch
9. Telephone Line Jack (rear of unit)
10. DIAL Button
11. Battery Compartment (bottom of unit)
12. SEARCH UP Button
13. SEARCH DOWN Button
14. NEW CALL Indicator
15. REDIAL/PAUSE Button
16. SPEED DIAL Button
17. PROGRAM Button
18. Key Buttons (0–9,#,*)
19. HOLD Indicator
20. HOLD Button
21. SPEAKERPHONE Button
22. SPEAKERPHONE VOLUME Control

E–4

INSTALLATION

This unit can be used on a desk, or other level surface or mounted on the wall away from excessive heat or direct sunlight.

TO TELEPHONE BASE

Desk or Table Use
1. Set the RINGER switch to LO or HI to have the ringer sound when receiving a phone call.
2. Set the TONE/PULSE switch to TONE or PULSE to match the service provided on your telephone line. If you are not sure of your service, please contact your telephone company.
3. Connect the coiled cord to the handset and base. Connect the straight cord to the base and telephone jack as shown in Figure 1.

TELEPHONE LINE CORD
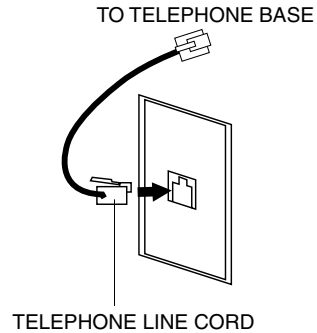
Figure 1

Wall Mounting
1. Attach the supplied Wall Mount adapter to the rear of the telephone.
2. Drill two holes with a vertical distance between the two marked positions of 83mm as shown in Figure 2.
3. Drive a screw into each of the holes. Tighten them to the end of the screw lines, only leaving the smooth part of the screw head outside the wall.
4. Plug the telephone line cord into the modular wall jack.
5. Reverse the position of the Wall Mount Hook on the base as shown in Figures 3 and 4.
6. Hang the unit onto the screws, then slide it down firmly to fasten the base securely.
7. When using this phone as a wall mount phone, be sure to route the short line cord on the back of the base unit and plug the other end into the wall mount jack.
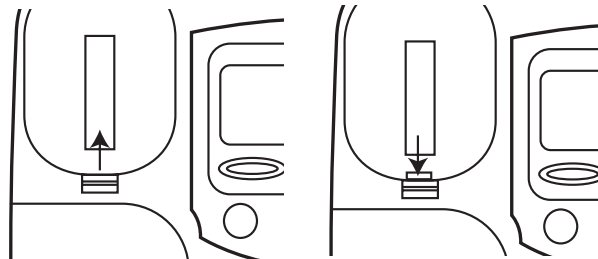
83mm
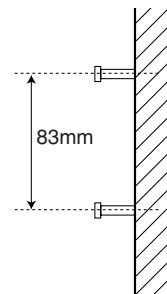
Figure 2

Figure 3   Figure 4

E–4

POWER SOURCES

AC Power Adapter

To operate the unit using AC power, connect the AC adapter to the jack labelled "DC 6V" on the unit and to a wall outlet having 120V, 60Hz only.

CAUTION: Use only the AC adapter provided with the unit. Using another AC adapter may damage the unit. When not using AC power, disconnect the AC adapter from the wall outlet by pulling the plug (not the cord). Do not touch the AC adapter with wet hands.

AC Outlet

AC Adapter's Plug
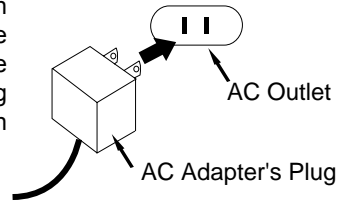
Battery Installation

To use this unit with batteries, or to protect the memory if there is a power failure, insert 4 "AA" size batteries (not included). To install the batteries, open the battery compartment with a slotted screwdriver as shown in the figure, insert the batteries following the diagram and replace battery compartment cover.

Replace the batteries when the Battery indicator lights in the display.
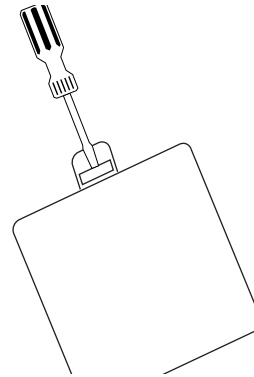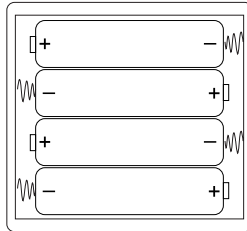
RESET SWITCH:

The RESET switch is located at the bottom of the unit. If the telephone locks up or does not work properly, it must be reset, but the call and program memory will be lost.
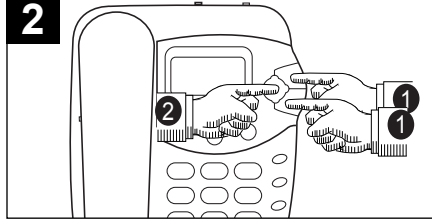

BATTERY PRECAUTIONS

Follow these precautions when using batteries in this device:
1. Use only the size and type of batteries specified.
2. Be sure to follow the correct polarity when installing the batteries as indicated in the battery compartment. Reversed batteries may cause damage to the device.
3. If the device is not to be used for a long period of time, remove the batteries to prevent damage or injury from possible battery leakage.
4. Do not try to recharge batteries not intended to be recharged; they can overheat and rupture. (Follow battery manufacturer's directions.)

E–5

TELEPHONE OPERATION

Programming the Language, Area Code, Time/Date, Flash Time and LCD Contrast

1

OPTIONS MENU△▽

Press and hold the DIAL button for 4 seconds to access the Options Menu, the display will show "OPTIONS MENU".

2

Press the UP or DOWN button ❶ to select the desired setting (SET TIME/DATE, LOCAL AREA CODE, SET LANGUAGE, LCD CONTRAST, SET FLASH TIME) and then press the DIAL button ❷ to confirm.

3

EXIT OPTIONS

Follow the instructions in the display and adjust using the UP and DOWN buttons.
When finished, select "EXIT OPTIONS" and then press the DIAL button.

SPEAKERPHONE VOLUME
1. Press the SPEAKERPHONE button.
2. Press the key buttons (0-9) for the specified number you wish to call.
3. Slide the SPEAKERPHONE VOLUME control on the base unit to adjust the volume of the speaker.

NOTES:
- When you receive a call, the unit will automatically set the time and date.
- The caller ID memory can store up to 80 name/numbers.
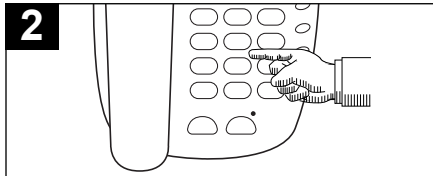- The telephone should be programmed in on-hook status.

E-6

TELEPHONE OPERATION

Making a Call Using Dialing Keys (0-9)
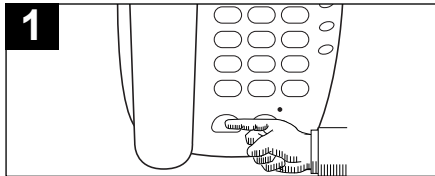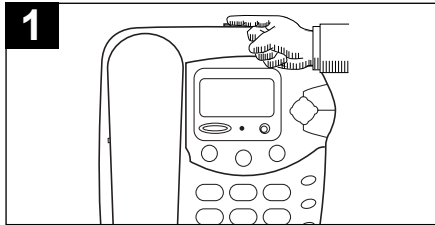
1

Lift the handset or press the SPEAKERPHONE button and listen for a dial tone.
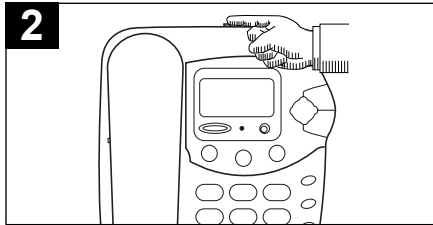**NOTE:** Speakerphone function only for dial use.

2

Press the key buttons (0-9) for the specified number you wish to call, which will also appear in the display. The display timer will show "00:00" and start counting after 15 seconds.
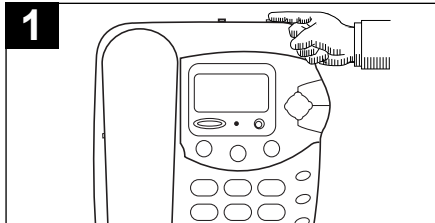
RINGER HI/LO/OFF Switch

1

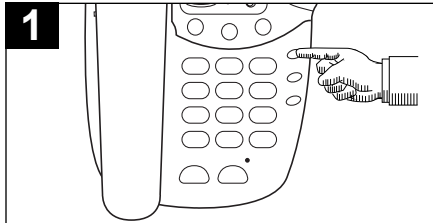Slide the RINGER HI/LO/OFF switch to the HI or LO position to turn the ringer on.

2

Slide the RINGER HI/LO/OFF switch to the OFF position to turn the ringer off.

TONE/PULSE Switch

1

Slide the TONE/PULSE switch to TONE or PULSE to match the service provided on your telephone line. If you are not sure of your service, please contact your telephone company.
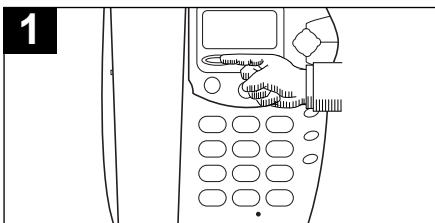
REDIAL Button

1

Press the REDIAL/PAUSE button to automatically redial the last number dialed.
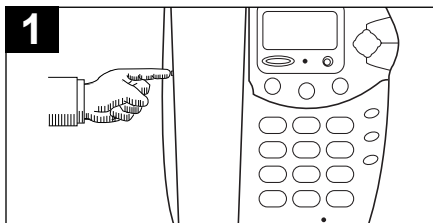**NOTE:** Please note that only the last number you called can be stored in the Redial memory.

E–7

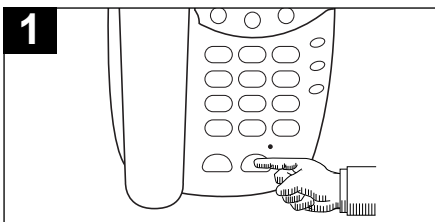# TELEPHONE OPERATION

FLASH Button

Press the FLASH button to hang up the phone without having to return it to the base. This is useful for using the phone with the Call Waiting feature.
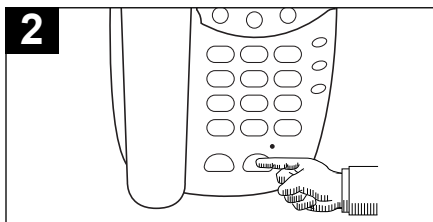
Handset HI/LO Switch

To increase/decrease the handset's volume, slide the Handset HI/LO switch to the HI or LO position.
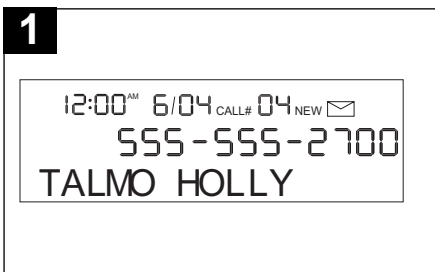
HOLD Button

Press the HOLD button to put the caller on hold; the Hold indicator will light. You can then hang up the handset if desired.

To take the caller off hold, pick up the handset.

MESSAGE WAITING


```
12:00ᴬᴹ 6/04 CALL# 04 NEW ✉
        555-555-2700
TALMO  HOLLY
```

When you are subscribed and connected to a voicemail system, the ✉ indicator will appear in the display to indicate you have received messages.
NOTE: If you are not sure of your service, please contact your local telephone company.
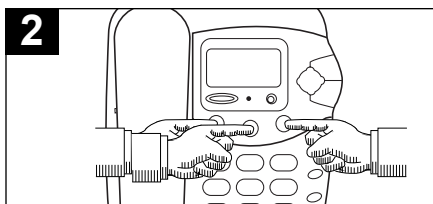
E–8

TELEPHONE OPERATION

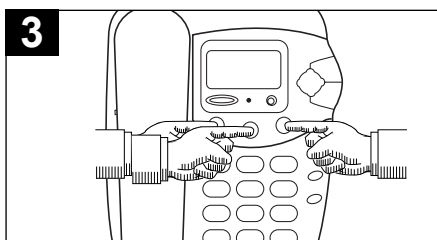**Manually Storing/Accessing Numbers in One-Touch Memories (M1-M3)**
This telephone is equipped with 3 memories for programming your most frequently dialed telephone numbers. You can store up to 16 digits in each memory position.
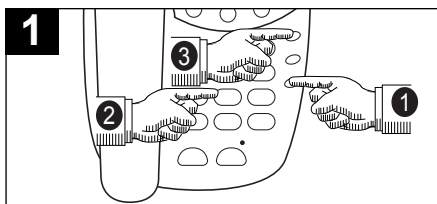
Press the PROGRAM button ❶, then press the key buttons (0–9) ❷ to enter the desired telephone number to memorize. Press the REDIAL/PAUSE button ❸ to insert a pause.

Press the desired memory location (M1, M2 or M3).

Repeat steps 1 and 2 for additional memories.

To access M1–M3 memories:
When is phone is off the base or after pressing the SPEAKERPHONE button ❶, press M1,M2 or M3 ❷.
The number will automatically be dialed.

TELEPHONE OPERATION

Manually Storing/Accessing Numbers in Two-Touch Memories (0-9)

This telephone is equipped with 10 additional memories for programming your most frequently dialed telephone numbers. You can store up to 16 digits in each memory position.
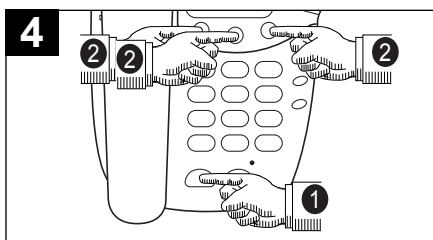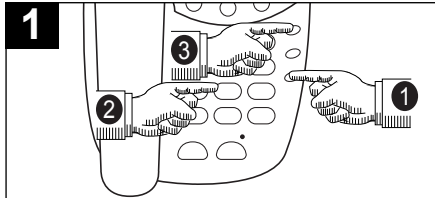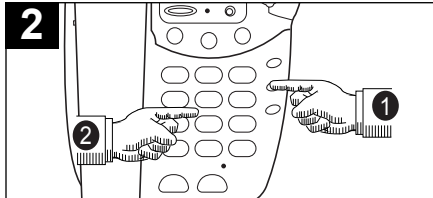

Press the PROGRAM button ❶, then press the key buttons (0–9) ❷ to enter the desired telephone number to memorize. Press the REDIAL/PAUSE button ❸ to insert a pause.

Press the SPEED DIAL button ❶, followed by the desired memory location (0-9) ❷.
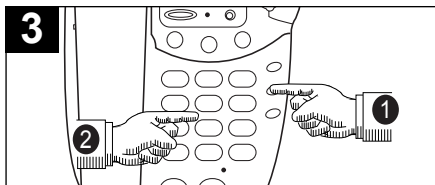
Repeat steps 1 and 2 for additional memories.
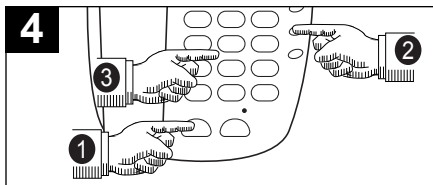
To access 0-9 memories:
When is phone is off the base or after pressing the SPEAKERPHONE button ❶, press the SPEED DIAL button ❷ followed by the desired memory (0-9) ❸. The number will automatically be dialed.

E–10

CALLER ID OPERATION

RECEIVING A CALL

1

12:00 AM 6/04 CALL# 04 NEW
555-555-2700
TALMO HOLLY

Make sure that the Caller ID service is turned on by your phone company. When you receive a call, the display will show the name, number, time and date of the caller.

2

12:00 AM 6/04 CALL# 04 NEW
555-555-2700
UNAVAILABLE

If a call is received from an area which does not provide caller ID service, the display will show, "UNAVAILABLE".

3

12:00 AM 6/04 CALL# 04 NEW
555-555-2700
BLOCKED CALL

If a call is received from a caller that has blocked his/her information, the display will show, "BLOCKED CALL".

4
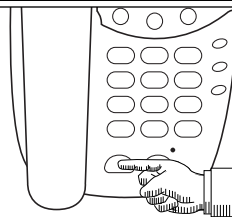
To answer the call, press the SPEAKERPHONE button, or pick up the handset. The timer will appear and then start counting after 15 seconds.

5

12:00 AM 6/04

TOTAL 03 NEW 03

The display will indicate the total calls and the new calls. When you want to check the calls received, press the UP or DOWN buttons.
The NEW CALL indicator will blink when the caller ID registered new calls.

NOTES:
• When you receive a call, the unit will automatically set the time and date.
• The caller ID memory can store up to 80 name/numbers.

E–11

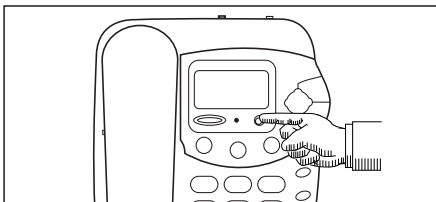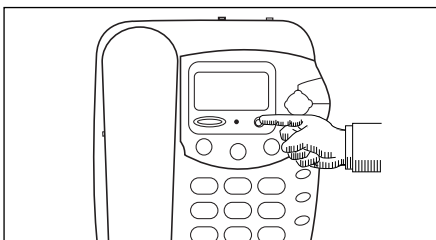# CALLER ID OPERATION

TO DELETE 1 CALL

To Delete a Call: While the name and number are displayed, press the ERASE button; "DELETE CALL?" will appear in the display. Press the ERASE button again to delete the call.

TO DELETE ALL CALLS

To Delete All Calls: While a name and number is displayed, press and hold the ERASE button for approximately 3 seconds; "DEL ALL CALLS?" will appear in the display. Press the ERASE button again; the display will show, "NO CALLS".

TO AUTOMATICALLY DIAL A NUMBER IN THE CALLER ID DISPLAY (ON HOOK)
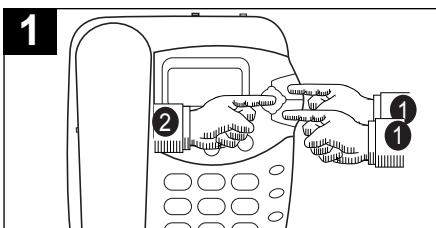
1

2

Select the number using the UP and DOWN buttons ❶. Press the DIAL button ❷, the display will show "PICK UP or ADJ". Press the DIAL button ❷ to cycle through the 7,10 and 11 digit numbers. For example, if a 10 digit number is displayed and you need to dial a one when dialing it, press the DIAL button ❷ until the "1" appears before the number.
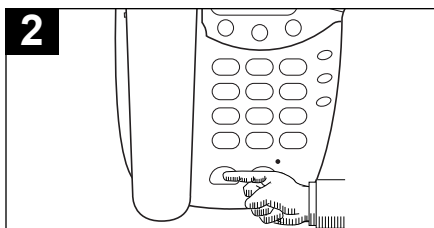
To make the call, press the SPEAKERPHONE button, or pick up the handset; "DIALING..." will appear in the display and the number will automatically dial.

E–12

CALLER ID OPERATION

TO AUTOMATICALLY DIAL A NUMBER IN THE CALLER ID DISPLAY (OFF HOOK)

1	**2**
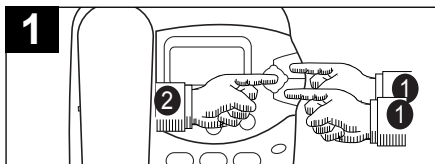
Make sure to program in the local area code before auto dialing (see page 6). Select the number using the UP and DOWN buttons ❶. If the telephone number displayed is a 7 or 10 digit number, simply press th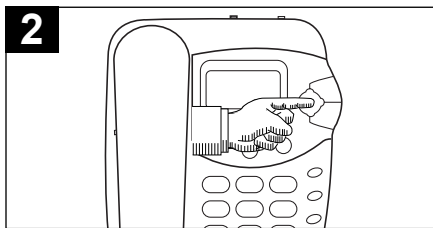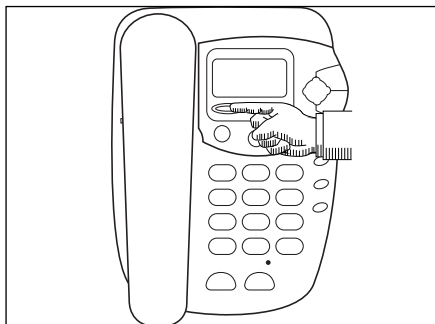e DIAL button ❷ and the number will automatically be dialed ("1" will be dialed before the area code for ones that require it).

If you want to add the "1" before the area code, press and hold the DIAL button for 2 seconds and the 10 digit number will be dialed with the "1".

CALL WAITING

When a call is received when you are using the phone, and have the call waiting feature enabled through your telephone company, a beep will sound and the caller ID display will show the name and number of the incoming caller. Press the FLASH button to switch over to the new call.
This feature must be activated through your local telephone company.

Care and Maintenance
1. Clean your phone with a damp (never wet) cloth. Solvent or detergent should never be used.
2. Avoid operating your unit under direct sunlight or in hot, humid or dusty places.
3. Keep your unit away from heating appliances.

RESET SWITCH:
The RESET switch is located at the bottom of the unit. If the telephone locks up or does not work properly, it must be reset, but the call and program memory will be lost.

E–13

TROUBLESHOOTING GUIDE

SYMPTOM	POSSIBLE CAUSE	POSSIBLE SOLUTION
Telephone not working.	Phone Locked Up.	Press the RESET button on the bottom of the unit.
No Dial Tone	Line cord not connected correctly.	Connect line cord, correctly.
Phone does not ring.	RINGER switch set to OFF position.	Slide RINGER switch to the HI or LO position.
	Line cord not connected correctly.	Connect line cord, correctly.
	Wall Jack not working.	Try phone in another wall jack.
Voice level too low.	Handset HI/LO switch set to LO position.	Set Handset HI/LO switch to HI position.
Unit will not memory dial.	Memory locations not set properly.	Reprogram memory location numbers as per this manual.
	Loss of power/memory.	Check batteries or AC Adapter. Reprogram memories.
Unit will not dial out.	PULSE/TONE switch not set properly.	Set PULSE/TONE switch properly.
Caller ID not working.	Loss of Power.	Check batteries or AC Adapter.
	You are not subscribed to Called ID service.	Call your local phone company to subscribe.

CUSTOMER SERVICE
For customer service, please call 1-800-919-3647.

Memorex®

LIMITED WARRANTY
PHONES

We at Memorex believe you will be pleased with your new product. Please read this Warranty Carefully. Memorex warrants this product to be free from manufacturing defects including original parts and workmanship for a period of ninety (90) days from the date of original purchase in, and if used in, the United States.

Should you find your unit is not operating properly during the terms of full coverage of this warranty, ninety (90) days, you should contact your original place of purchase for an exchange with a valid receipt. If necessary, Memorex will provide one of the following options (at Memorex's discretion), providing the manufacturing defect is verified along with the date of purchase.

- Repair service for ninety (90) days from date of original purchase at no charge for labor and parts at their authorized warranty service facility, providing the manufacturing defect is verified along with the date of purchase.
- Replacement of defective unit with either a new, refurbished, or equivalent model at no charge for ninety (90) days from date of original purchase.

This warranty is void if the product is:
- A) Damaged through negligence, abuse, misuse, accident, or acts of God.
- B) Used in commercial applications or retails.
- C) Modified or repaired by anyone other than Memorex or their expressly authorized representative.
- D) Damage resulting from the improper connection to equipment of other manufacturers.

This warranty does not cover:
- A) Cost incurred in the shipping of the product to and from the Memorex authorized repair facility listed.
- B) Damage or improper operation caused by the failure to follow the operating instructions provided with the product.
- C) Routine adjustments to the product, which can be performed by the customer as outlined in the owner's manual.
- D) Products not purchased in the United States.
- E) Damage to the products used outside to the United States.

In the event that service is required under this warranty, please contact CUSTOMER SERVICE at 1-800-919-3647 or contact our website at www.memorex.com.

THIS WARRANTY IS NON-TRANSFERABLE AND APPLIES SOLELY TO THE ORIGINAL PURCHASER AND DOES NOT EXTEND TO SUBSEQUENTLY OWNERS OF THE PRODUCT. ANY APPLICABLE IMPLIED WARRANTIES, INCLUDING THE WARRANTY OF MERCHANTABILITY, ARE LIMITED IN DURATION TO A PERIOD OF THE EXPRESSED WARRANTY AS PROVIDED HEREIN BEGINNING WITH THE DATE OF THE ORIGINAL PURCHASE AT RETAIL AND NO WARRANTIES. WHETHER EXPRESSED OR IMPLIED SHALL APPLY TO THE PRODUCT THEREAFTER. MEMOREX MAKES NO WARRANTY AS TO THE FITNESS OF THE PRODUCT FOR ANY PARTICULAR PURPOSE OR USE.

THE EXTENT OF MEMOREX'S LIABILITY UNDER THIS LIMITED WARRANTY IS THE REPAIR OR REPLACEMENT PROVIDED ABOVE AT THE SOLE DISCRETION OR MEMOREX. IN NO EVENT SHALL MEMOREX'S LIABILITY EXCEED THE PURCHASE PRICE PAID BY THE DIRECT, INDIRECT INCIDENTAL, FORESEEN. UNFORESEEN, SPECIAL, OR CONSEQUENTIAL DAMAGE ARISING OUT OF OR IN CONNECTION WITH THE SUE OF THIS PRODUCT.

THIS WARRANTY IS VALID ONLY IN THE UNITED STATES. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, HOWEVER, YOU MAY HAVE OTHER RIGHTS WHICH MAY VARY FROM STATE TO STATE. SOME STATES DO NOT ALLOW LIMITATIONS ON IMPLIED WARRANTIES OR EXCLUSION OF CONSEQUENTIAL DAMAGE, THEREFORE THESE RESTRICTIONS MAY NOT APPLY TO YOU.

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Weston, FL 33331
Printed in Hong Kong

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